

Figure 1

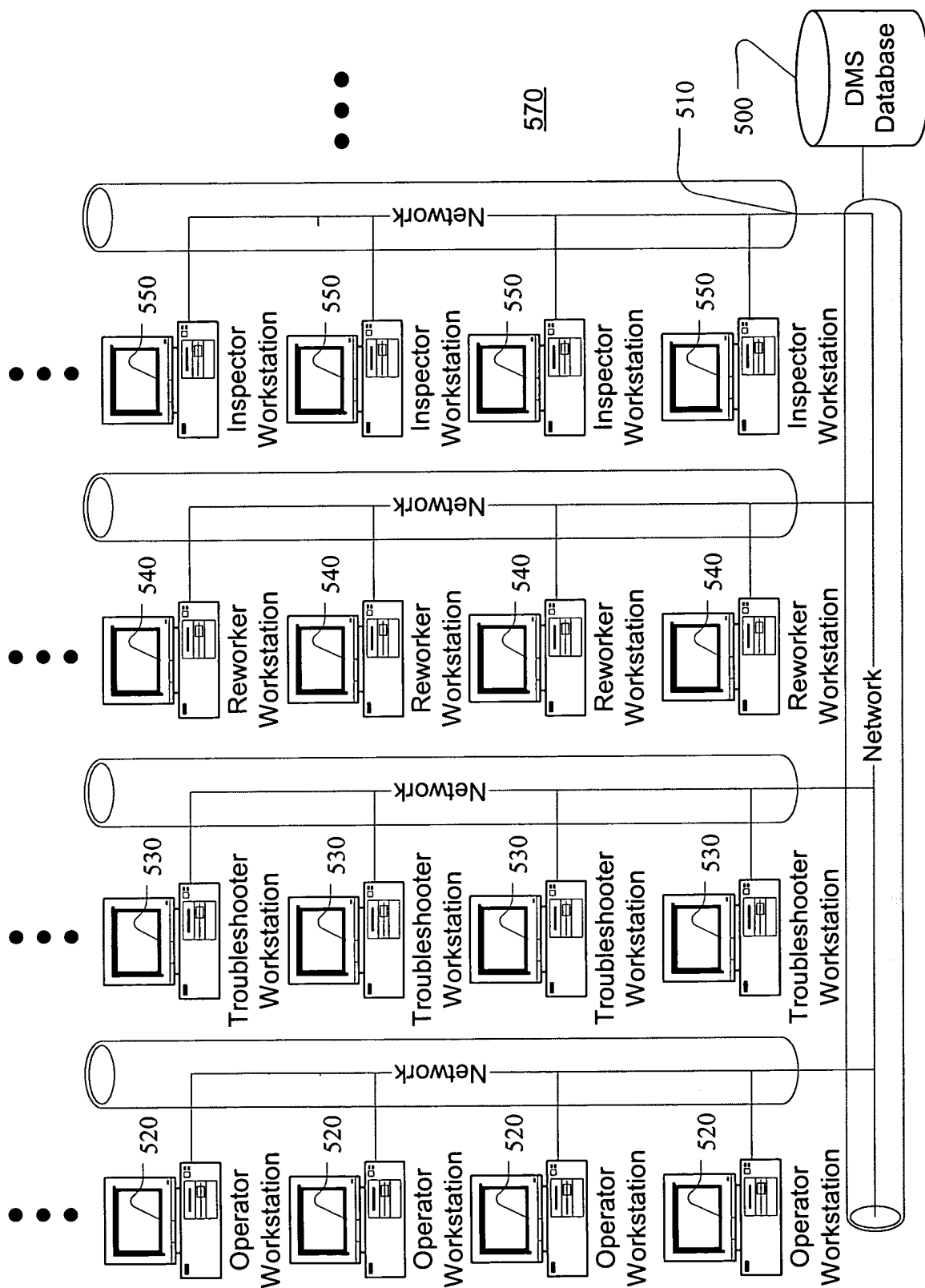


Figure 2

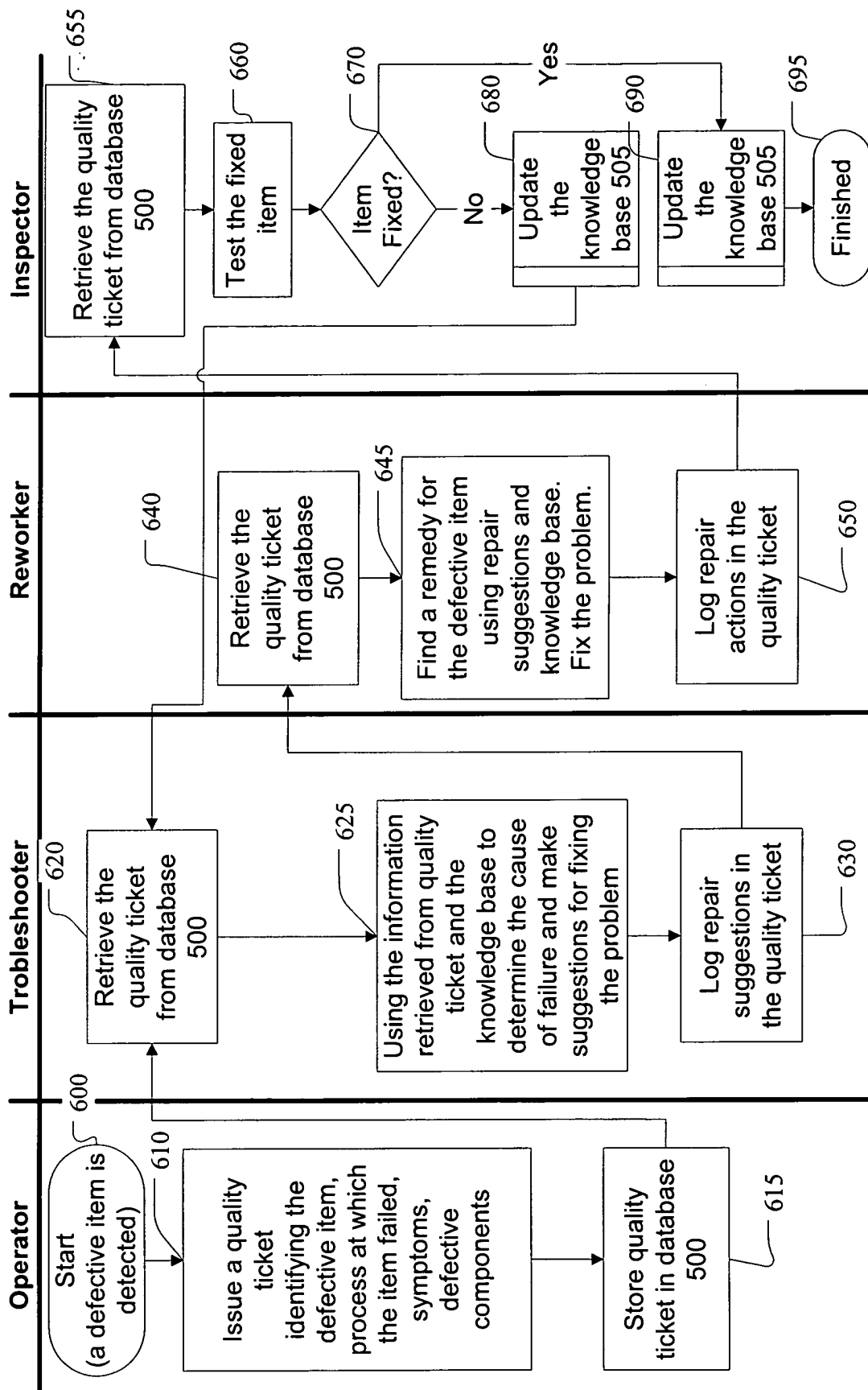


Figure 3

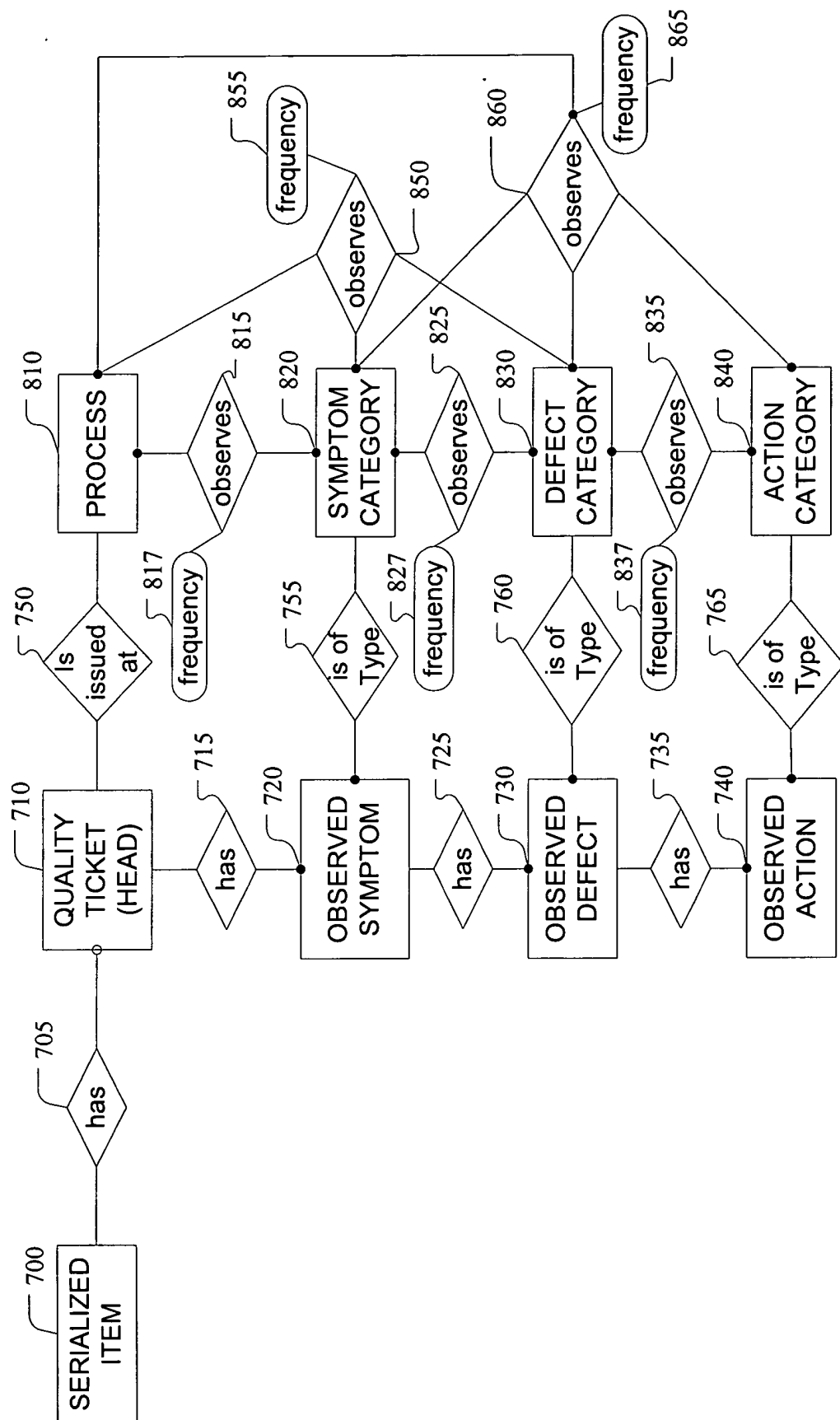


Figure 4

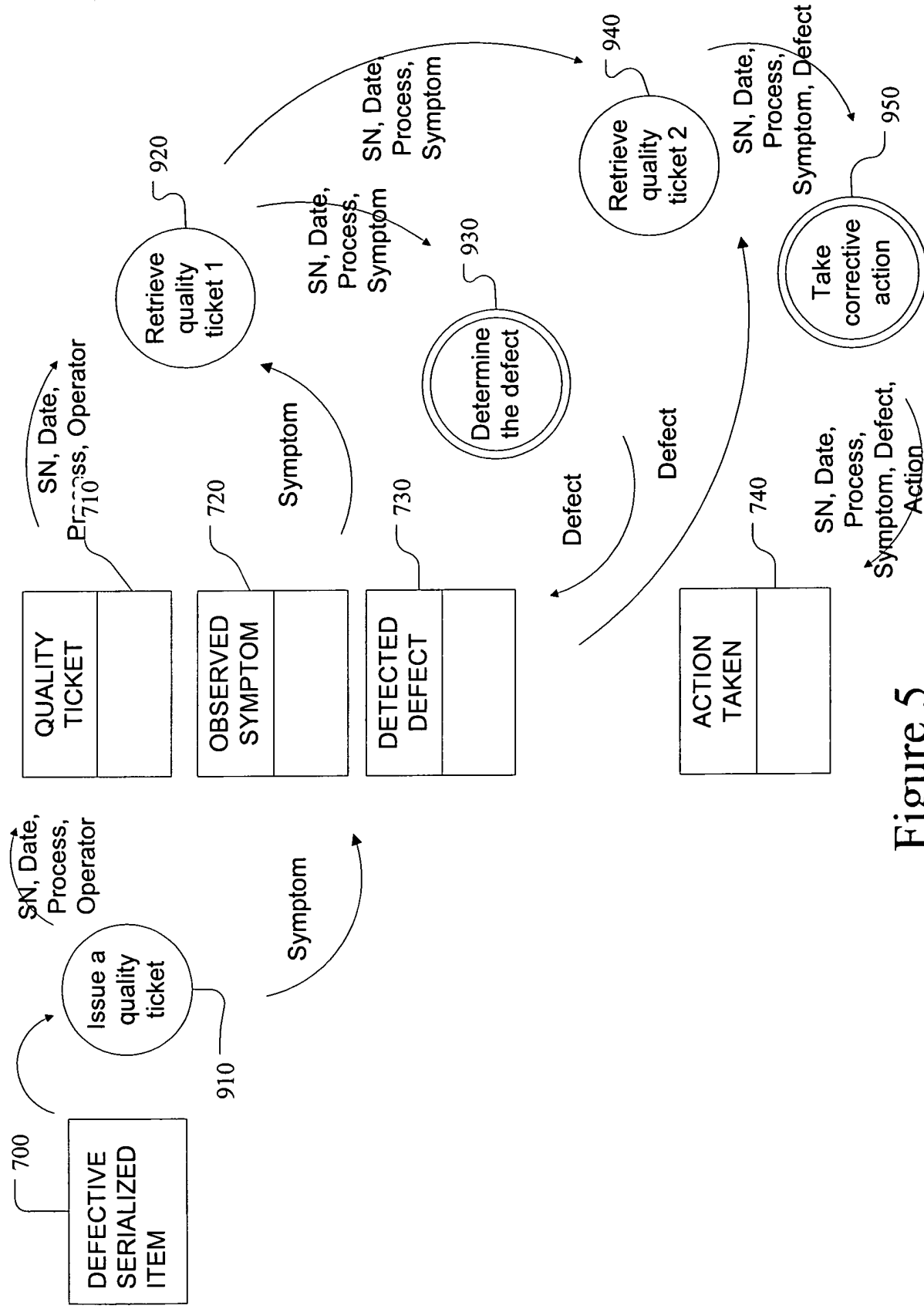


Figure 5

Quality Ticket (V1.2.2)

File Edit View Help

Serial Number

Ticket

Close Quality Ticket

Module Info

Application

Part Number

Description

Revision

Area Of Operation

Symptom

Indicated By

Process (Test Stage)

Process Step (Test)

Symptom Category

Comment

Quality Ticket Explorer DCS Support Save Cancel/New Defect No Defect Close

Current Operator: CIENAVIMOLARRA CIENAVIMOLARRA

Figure 6a

Defect Management System (V 1.4.0) - Quality Ticket

Serial Number: LookUp

Ticket: Close Quality Ticket

Serialized Item Factory Data

Application Part Number Revision

System Test

Symptom

Process (Test Stage): CIAO 1 Process Step (Test): DT

Comment:

Quality Ticket Explorer OCS Support System Test Cancel/New Defect No Defect Close

7 CIENA\dmstestuser1, CIENA\dmstestuser1

Figure 6b

Quality Ticket (V 1.2.2)

Serial Number

M0000001

Lookup

Get Info

Close Quality Ticket

Module Info

Application

Flowchart (RW)

Part Number

030-0468-800

Description

ACIMU DROP/13,14,15,16,193,PTHRU194

Revision

0001

Symptom

Validation

Module Application

Rework (RW)

Justification

DHS Ticket

Initiated By:

Process (Test Stage)

01

Symptom Category

N/A

Symptom

N/A

Comment

Testing

Save

Cancel

Area Of Operation

10G

Quality Ticket Explorer

OCS Support

Area of Operation: 6

Current Operator: CIENANIMQJARRA, CIENANIMQJARRA

Save

Cancel/New

Defect

No Defect

Close

Figure 7

105080" 64622660

Quality Ticket Explorer

Serial Number: **M0000001** **Lookup**

Filter: ☒ Both ☐ Opened ☐ Closed

Module Info:

Description: **ADM1_DROP(13,14,15,16)193.7THRU194** Part Number: **130-0486-900** Revision: **001**

Application: **Rework (Rw)**

Quality Ticket(s): 101

Serial Number	Status	Test	Test Stage	Time
663	[CLOSED]	OET1-Termination BER T		4:53:00 PM
664	[CLOSED]	OET1 Test		5:20:00 PM
1277	[CLOSED]			11:00:00 AM
4895	[OPEN]			1:23:00 AM
4896	[OPEN]			1:25:00 AM
4897	[CLOSED]			11:45:00 AM
4900	[CLOSED]			4:18:00 PM
4901	[CLOSED]			5:05:00 PM
4902	[CLOSED]			5:06:00 PM
4903	[CLOSED]			5:20:00 PM
4904	[CLOSED]			5:28:00 PM
4905	[CLOSED]			5:29:00 PM
4906	[OPEN]			5:51:00 PM
4908	[CLOSED]			2:41:00 PM
4909	[OPEN]			2:44:00 PM
4910	[CLOSED]			2:46:00 PM
4911	[CLOSED]			2:48:00 PM
4912	[CLOSED]			2:55:00 PM
4913	[CLOSED]			2:57:00 PM

Quality Ticket: 663

0 N/A -> N/A

Fiber Defects -> Broken Fiber

Fiber -> Remove & Replace

Software Defects -> Wrong Software at Test Station

Visual -> Secure

Action: Visual -> Secure

Operator: **Niakam Kazemi**

Time: **5:11:43 PM**

Workstation: **OCS_WS01**

Comment:

Components:

Feedback: **Problem was fixed**

Close

Figure 8

109080" 64642860

Quality Ticket

Serial Number: M00000002 Ticket: 420 Close Quality Ticket

Module Info:

Application	Part Number	Description
Filep/Modest/Modid	133-0468-907	Revision: 001
ADMIN: DR0413, 14, 15, 16, 19, 23, 27, 40, 45		

Symptom

Indicated By: Process (Test Stage): QET1 Test Process Step (Test): QET1-Initialize Module

Symptom Category: N/A Symptom: N/A

Comment: Testing

Quality Ticket Explorer Save Cancel/New Defect No Defect Close

Area of Operation: 1 Current Operator: CIENA/Vmopdars, CIENA/Vmopdars

Figure 9

105080* 6262260

70 80 90 75 85 7

Defect/Action Information for Quality Ticket: Ticket#: 411 (SN: M0154632; PN: 130-0321-910; Rev: B)

Quality Ticket: [Ticket#] [SN] [PN] [Rev]

Symptom Info

Process (Test Step): [E3 Test] [Process Step (Test)] [E3 Output Calibration]

Symptom Category: [N/A] [Symptom]

Comment: [The output calibration is off on the E3 (this is in test)]

Initiated by: [DIENA\ocslabuser04, DIENA\ocslabuser04]

Defect

Defect Category: [Solder Defects]

Components: [U541] [i154]

Comment: [components not solder properly..]

Action

Defect

Solder Balls:

Components

Save/New Cancel

Defect List and Details

Defect Category: [Defect]

Troubleshooting

Log Date/Time

Close

Area of Operation: 1 Current Operator: DIENA\ocslabuser04, DIENA\ocslabuser04

Defect Management System

Defect information was logged in the database.

OK

Figure 10a

$$\subset_{140} \subset_{70} \subset_{80} \subset_{90} \subset_{50} \subset_{75} \subset_{85} \subset_{7a}$$
Figure 10b

Figure 10b

RECEIVED
AUG 29 2001
OFFICE OF PETITIONS

105080" 6462260

70 80 295 75 8

Defect/Action Information for Quality Ticket: Ticket#: 416 ISN: M00000002: PN: 130-0466-900: Rev: 001

Quality Ticket

Symptom Info

Process (Test Stage)

Symptom Category

Comment

Initiated by:

T3 Test

N/A

Testing/Ignore

Ciena/Vmoojara, Ciena/Vmoojara

Process Step (Last)

Symptom

Comment

T3 Test Dates

N/A

Defect

Action

Action Category

Component

Comment

Result:

Feedback

Problem was fixed

Problem was not fixed

Save

Cancel

Defect List and Details

Defect Category

Fiber Defects

Defect

Broken Fiber

Troubleshooter

Ciena/Vmoojara, Ciena/Vmoojara

Time

12/20/00 8:45:00 PM

Area of Operation: 1

Current Operator: Ciena/Vmoojara, Ciena/Vmoojara

Close

Figure 11a

RECEIVED
AUG 29 2001
OFFICE OF PETITIONS

109030" 6262360

140 70 80 295 50 75 85 8a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator:	CIENA\dmstestuser1	Area of Operation:	10G
Process (Test Stage):	OT1 - Rx	Process Step (Test):	RX grating test
Symptom Category:	1-N/A	Symptom:	N/A
Comment:			

200 380 305 390

Defect

Action:

Action Category: Testing2

Components:

Comment:

385

Action

Testing Step

Save

368

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

315 310 320 335 360

7 System Test CIENA\dmstestuser1, CIENA\dmstestuser1

Feedback Close

350

Figure 11b

[illegible]Figure 12

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: Ticket#: 416 [SIM: M0000002; PN: 130-0466-900; Rev: 001]

Quality Ticket:
Symptom Info
Process (Test Stage) [T3 Test] Process Step (Test) [Initial Flakes]
Symptom Category [N/A] Symptom [N/A]
Comment [Testing Ignored]
Injured by: [CENA Vasquez, CENA Vasquez]

Defect
Action Category [] Action []
Component []
Comment []
Remover: [CENA Vasquez, CENA Vasquez]

Feedback
☐ Problem was fixed ☒ Problem was not fixed
[Save] [Cancel]

Defect List and Details:
Defect Category [] Defect [Broken Fiber]
Fiber Defects []
[Save] [Close]

Feedback
☐ Problem was fixed
☐ Problem was not fixed
[Save]

Area of Operation: 1 **Current Operation: CENA Vasquez, CENA Vasquez**

Figure 13 397

	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2
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Figure 14


386

389

388

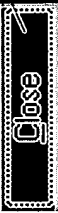
387


Troubleshooting Guide



The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5



350

Figure 15

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